



Wallarrah Bay Medical Centre

1-3 Hay Street
Gorokan NSW 2263
Ph: 4394 0866 Fax: 4394 0877



PATIENT INFORMATION SHEET 2022

- **Dr Vinay Kudumula**
M.B.B.S., M.R.C.G.P (UK) FRACGP
- **Dr Ali Shirzad Moghaddam**
M.B.B.S (Iran)
- **Dr Jody Shanahan Prendergast**
M.D., MRCGP, FRACGP
- **Dr Pravesh SHAH**
MBBS FRACGP
- **Dr Tamara Rugendyke**
FRACGP MBBS B. SC.(Biomed), DCH
- **Dr Yasmin Nosrat**

Practice Manager: Karen Heggie

Reception Staff: Catherine ,

Practice Nurses: Joanne ,

OPENING HOURS

Monday to Friday 8.30am – 5.00pm

Saturday CLOSED

Sunday & Public Holidays CLOSED

For Medical Assistance After Hours

The Bridges GP After Hours Kanwal on 02 4394 7333

Wyong Hospital Grounds Block D Health Services

664 Pacific Highway Hamlyn Terrace

In a Medical Emergency Phone 000

Appointments:

Consultations are normally made by appointment only.

Urgent cases will be seen on the day.

Long Appointments: are available please let the receptionist know if you would like to book a long appointment

Home Visits – are available for patients within the immediate township who are unable to move from their homes. These are at the Doctors discretion. Home Visits are not covered under Medicare and will be privately billed.

Despite our best intentions, we sometimes run late! This is because someone has needed unexpected urgent medical attention. Be assured, when it comes to your turn, the Doctor will give your problem the time it deserves.

Range of Services

As well as routine consultations the following services are available:

Minor Surgical Procedures	Antenatal Care
Men's Health	Women's Health
Lung Function Tests	Management Plan
Family Planning	Insurance Medicals
Licence and Employer Medicals	Diabetes Management
Travel Vaccines	4 year Health Check
Medicines Review	Podiatry
Health Assessments for over 75's	Pathology
Child & Adult Immunisation	Home Visits

Cost of Referred Services:

At times the doctor may need to refer you for further investigation or a consultation with a Specialist or Health Professional which incur cost for treatments and investigation that they provide. It is up to the individual to meet these costs and you should ask the specialist about the exact cost involved when making the appointment.

Collection of Results:

Most tests take a few days to be returned to the Doctor. It is recommended that patients make an appointment to discuss their results with the Doctor in person.

Telephoning your Doctor

The Doctor in this practice may be contacted by phone during normal surgery hours. If the Doctor is with a patient a message will be taken and your call returned as soon as possible. If your call is urgent you will always be put straight through to the doctor.

Fees BULK BILLING IS AVAILABLE FOR

Children Under 16, Nurses Appointments, Recall appointments, DVA Card Holders, for those not in these groups please see the fee list on the 2nd page.

Items that are not covered under Medicare we will privately bill. These services not covered include Work Cover, Third Party Claims and Employment Medicals NON Medicare Card Holder

(Please refer to our Fee Statement located on the Reception desk or turn over the page.)

Patient Recall for Preventative Care /Reminders System:

The practice offers a FREE service to all patients to promote a continuing quality of care. Our modern computerised medical system enables us to place a reminder into your medical record. If you would like this service, please speak to your Doctor during your consultation. Reminders can be for various procedures including follow up blood tests, reviews and vaccinations and will allow our staff to contact you in time to make an appointment.

If you do not wish to take part in our reminder system or National /State reminder system register please notify your doctor or our reception staff.

Your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

Patient Rights

Patients have the right to participate in decisions about their own health care; patients have the right to seek further clinical opinion from other healthcare providers if required.

Freedom of Information:

You have the right to access your medical record under the Freedom of Information Act 1988. You may ask for copies or come and view your health record in person.

Please speak to our Practice Manager if you would like an application form for 'Access to Personal Health Information'.

Patient Feedback:

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor, Practice Manager or the staff. You may prefer to write to us or use our Suggestion Box at the Reception Desk. We take your concerns, suggestions and complaints seriously. On occasion the Practice makes available written surveys for patients to complete, which aid in our continuous improvement strategies. Complaints can also be registered with the Health Care Complaints Commissioner, Locked Bag 18, Strawberry Hills 2012 NSW. Phone 02 92197444. Fax 02 9281 4585

My Health Record

My Health Record is the new name of the national digital health record system. Having a MYHEALTHRECORD means your important health information like allergies medical conditions and treatments can be stored digitally in one place and your health providers can see them online anytime

Interpreting Service: Translating and Interpreting Service is available

The receptionist staff will be able to assist you if you require our translating service

Missed appointments

As a courtesy to the doctor and other patients, please provide as much notice as possible (minimum of 2 hours) if you are unable to keep your appointment. Missed appointments may result in a fee.

Test results

Please allow several days for routine pathology results to be processed. Urgent tests are usually available within 24 hours. Our practice policy is that we do not provide medical information (including pathology and radiology results) over the phone or by email in order to protect your privacy. Accordingly, we encourage you to make a follow up appointment to discuss your results with your doctor.

Communication policy

As a courtesy to our patients, we try not to interrupt the doctor while in a consultation. Should you need to speak with a doctor, staff will take a message and pass it onto the doctor. Due to the demands on the doctors' time, the only way we can guarantee a response is for you to make an appointment.

Email Communication

Any communication via email to the surgery is NOT secure and confidentiality cannot be guaranteed.

Patients that communicating through email do so at their own risk.

We endeavour to reply to all emails within 1 business day, however they are not constantly monitored.

If you have an issue that requires urgent attention we request that you contact the practice via telephone

If you do contact the surgery via email this will be considered as your consent to reply via email

Privacy and management of your personal health information

Your medical records are private and confidential and we are committed to maintaining your privacy at all times. Accordingly, your medical records are password protected and only available to authorised members of staff. All pathology and radiology results are transmitted to the Practice via secure electronic messaging and are automatically integrated into your health record. All information is managed in accordance with the 13 National Privacy Principles of the Privacy Act 1988, available at www.oaic.gov.au or www.privacy.gov.au/health/.

Wallarrah Bay Medical Centre was established to ensure that high quality, accessible and affordable Medical Services would always be available.

OUR Medical Centres offers traditional family medicine and gives patients the ability to make an appointment with their choice of a doctor.

The reception staff are here to welcome and assist you.

If you or your family have any specific needs or concerns, the staff will do their very best to accommodate you.

Please don't hesitate to contact our reception staff with any queries you may have about our Medical Centre.

Special Interest for our practitioners

- **Dr Vinay Kudumula** Joined us from the United Kingdom 26th October 2009 where he has been working in General Practice for the Past 7 years.
- Special interests: Include Preventative Health Care, Paediatrics , Minor Surgical procedures, Implanon insertion and removal , Cryotherapy, and General Family Medicine.
- **Dr Ali Shirzad Moghaddam** joined our practice in April 2015. He graduated in 2008 in Iran where he had been working in General Practice for 4 years.
- Special interests include: Preventative health care, Men's health, Paediatrics, Surgical & internal medicine related to gastroenterology and General Family Medicine.
- **Dr Jody Shanahan Prendergast** joins us October 2019. Originally from the Republic Ireland Dr Studied at St Georges University in Grenada.
- Special Interests: Cardiology and Respiratory Medicine, ENT, Mental Health.
- **Dr Pravesh Shah** our practice principle originally from Durban South Africa opened the Wallarah Bay Medical Centre 19th May 2008.
- Special Interest include Geriatrics, Mental Health , Preventative medicines .
- **Dr Tamara Rugenedyke** joined our practice 2009 Doctors Special Interest includes Women's Health Mental Health Chronic Disease Management
- **Dr Yasmin Norsat** our newest member of the team join us in 2021. Doctors Special Interests are in Women and Children's Health.

ONLINE APPOINTMENTS

Book online How to Book Online AUTOMED

Visit our clinic website www.wbmedcalcentre.com.au and follow the prompts or download the AUTOMED app on your mobile device and book an appointment 24/7 at home or on the run.

Any inquiries can be directed to the Practice Manager

Wallarah Bay Medical Centre

The following fees and billings will come into effect as of 4th July 2022.

Bulk Billing will be offered for the following:

- ❖ Children under 16
- ❖ Recall appointment to discuss results only as arranged by their Doctor.
- ❖ Nurse Appointments: IE Chronic Disease Management Care Plans, Health Assessments.
- ❖ INR checks, Injections appointments, Medicare eligible Immunisations.
- ❖ DVA Card holder.
- ❖ Workers Compensation Claims once approved.

For those not in these groups above, the fee list is as follows and will apply to face to face and telephone consultations. Please Note all services are to be paid in full on the day of your consultation.

Fee schedule		Private Fee	Medicare rebate	Out of Pocket
Level A	For all Patients short consultations eg: repeat scripts yearly ref to specialist etc	\$40.00	\$18.20	\$21.80
Level B	Pension & Health Care Card Holders Only Standard Consultations	\$65.00	\$39.75	\$25.25
Level B	Patients with Medicare Cards & Private Patients Only Standard Consultations	\$70.00	\$39.75	\$30.25
Level C	For all Patients Longer Consultation : Generally 2 major problems.	\$110.00	\$76.85	\$33.15
Level D	For all Patients Extended Consultations: Multiple problems taking 40 minutes.	\$150.00	\$113.30	\$36.70

- \$10.00 for lost referrals or prescriptions
- Medical Certificates Privately billed cost \$25.00 no rebate.
- All procedures and excisions now incur an out of pocket cost depending on the complexity of the procedure.
- A non attendance fee of \$25.00 is payable to the practice if two appointments are made and failed to be attended.

Please note price will vary if the pre-employment is more complex than the standard Pre Employment Forms

- Drivers Licenses Medical (bus , truck etc) **\$125.00 (plus GST)**
- Home visits will be privately billed (fee **\$150.00 to \$400.00**)

Patients are advised that they are responsible for out of pocket expenses associated with referrals by our Doctors to medical services including, but not limited to Specialist, Medical Imaging etc

Any inquiries can be directed to the Practice Manager